

## **Newport Public Library**

### **Technology Plan**

**2004 – 2007**

#### **Vision**

That everyone in the community will have access to technology which can provide access to a wealth of information and resources in digital form. That the library will have staff sufficiently knowledgeable to help members of the public access and use these electronic resources. That the library will use technology to provide and administer library services and to maintain the physical plant in the most efficient manner.

In providing effective service to community members throughout their lives the Newport Public Library will be a place in which technology will make library operations and service as efficient and as rich in resources as possible. As it serves as the infrastructure upon which the service is built technology will be

- used to provide users access, both from the library and remotely, to our holdings and to online resources beyond what is available free on the internet
- used to effectively manage our bibliographic and patron databases
- used to provide users access to the Internet and word processing and spreadsheet software
- used to make information about the library, and some of its resources available to the public 24 hours a day
- used to more effectively administer the library
- used to monitor the HVAC and other building equipment

#### **Goals and Objectives**

**Goal 1:** Patrons will have access, both from the library and remotely, to our holdings and to online resources beyond what is available free on the Internet.

Objective: Members of the public will have access to valid, reliable information on topics of interest the majority of the time they use the library as indicated by a survey administered annually.

Actions:

Review reference log to ascertain information needs each month  
Evaluate current subscriptions to electronic resources on an annual basis  
Subscribe to commercial databases on various topics based on information garnered each year

Objective: Members of the public will have the skills to use the electronic resources the library makes available the majority of the time they use the library as measured by a survey administered annually.

Actions:

Provide classes for the public on evaluating information found on the internet regularly through out the year  
Provide classes for the public on how to use computers and the various databases throughout the year  
Provide one on one help where appropriate and staff is available  
Expand use of wireless laptop computer lab by the end of year one

Objective: Staff will have sufficient skills using technology to carry out their job requirements as measured by a survey administered annually.

Actions

Assistant director working with director will develop a competency skill guide with input from department heads by the end of Year One.

Year 2

Staff will be made aware of expected competencies. .  
Training will be provided both in house and through other sources as it is needed.  
Current technology aide position will be reviewed for effectiveness.

**Goal 2:** Bibliographic and patron databases will be accurate, easy to use and accessible.

Objective 1: By the end of 2004 the bibliographic and patron databases used to manage the library's holdings and patron information will have been fine tuned so that all the functions of the old system will be available.

Actions:

Be an active CLAN member throughout plan  
Provide CLAN with constant and accurate feedback throughout plan  
Attend all meetings as scheduled throughout plan  
Provide in-house training and support for staff throughout plan

**Goal 3:** Patrons will be able to access the Internet and appropriate word processing and spreadsheet software while at the library.

Objective 1: Patrons will indicate that the equipment and software the library provided was adequate to carry out the services the library provides the majority of the time as measured by a survey administered once a year.

Actions:

Equipment and software will be maintained in as current a state as appropriate by

- The technology aide will download appropriate update packages and new releases as they become available.
- The budget will include funding for up-to-date software application and licenses sufficient the public to work efficiently.
- Maintain a four year replacement plan for replacement of computers.

Year two

- Investigate increased use of networked/shared printers where feasible.
- Consider alternative arrangements for access to color printing
- Purchase appropriate hardware/software to implement
- Determine procedures for staff to deal with collecting printing fees
- Reconfigure workstations as necessary.

Objective 2: Patron use of computers will not be interrupted by viruses or hackers throughout the three years as measured by incidents logged in the Tech Aide log.

Actions:

Assess and improve security on all workstations, especially those used by the public Year One

Consider alternatives available Year One

Consult with CLAN Tech Person.

Plan to implement in Year 2 budget.

**Goal 4:** Information about the library and some of its resources will be available to the public 24 hours a day.

Objective 1: Members of the community will express satisfaction at least 85% of the time with the library's website as measured by an online survey administered once a year.

Action:

Maintain domain name [www.newportlibraryri.org](http://www.newportlibraryri.org)

Information on the web page will be updated on a regular basis.

Web page will be accessible to people with disabilities as demonstrated by Bobby certification.

Webmaster will receive training in the latest version of Dream Weaver software so as to keep page design up-to-date.

### **Evaluation**

Each year we will review the accomplishment of these objectives in the following ways:

- Logs will be checked as indicated
- A survey will be administered for two weeks during the month of March to determine user satisfaction in the areas indicated in the objectives.

Results will be analyzed.